

DUTY OFFICER OPERATIONAL PROCEDURES

PURPOSE: The purpose of this policy is to establish a Duty Officer Program within DDS, which will provide continuous administrative, emergency, and national disaster coverage for DDS.

AUTHORITY: The authority and functions of Department on Disability Services as set forth in D.C. Act 16-672, effective December 29, 2006.

DEFINITIONS:

Duty Officer- a rotating roster of management level staff members (Grades MSS 12 and above) designated by the DDS Deputy Director, who based upon their job classification, clinical experience and training are available on a twenty-four (24) hour basis, to give advice, guidance and decision making assistance to service providers, individuals, other DDS Staff, family/community members and other governmental entities.

Tour of Duty – seven (7) day period, beginning at 5:00 p.m. on Friday and ending at 8:00 a.m. on the following Friday.

Emergency – any issue, whether individual or provider related, which requires or may require, the immediate assistance or intervention of staff at DDS. (i.e. serious behavioral, medical, imminent danger, issues which adversely affect individual care, movement of individuals due to fires, utility outages, flood staff shortages, etc.,).

Serious Reportable Incident - any incident which, due to its significance or severity, requires immediate notification to, and investigation by, external authorities, in addition to internal review and investigation by the provider agency.

Duty Officer Report Format – method of documentation by which all Duty Officers will document guidance and assistance provided to individuals, providers/vendors, governmental entities and all other parties when serving as Duty Officer.

**ROLES AND
RESPONSIBILITY:**

Duty Officer Shall

1. Be on call to respond to all emergencies, and serious reportable incidents relating to DDS individuals during non-business hours (5:00 p.m. thru 8:00 a.m. during the week days with the exception of holidays and 24 hours on the week-ends and holidays)
2. Provide advice, guidance and decision making assistance to Service Providers, individuals, other DDS staff, community members and other governmental entities as it relates to emergency situations involving DDS individuals;
3. Serve as the agency liaison with ANSWERS PLEASE when assistance is needed on behalf of an individual;
4. Provide written documentation regarding incidents;
5. Make notification to the DDS Administrator for any emergency that may result in imminent harm to individuals served through the DDS service delivery system, media attention, court or law enforcement intervention; and
6. Follow up with the appropriate governmental officials regarding serious reportable incidents that occurred during the previous twenty-four (24) hours.

PROCEDURES:

In order to ensure compliance with the duties as delineated in the Duty Officer Policy, DDS has adopted the following procedures:

STAFFING

- A. DDS shall designate all MSS Employees (MSS 12 and above) as Duty Officers
- B. Each Duty Officer will serve on a rotating basis:
- C. Each Duty Officer will serve for seven (7) days beginning at 5:00 p.m. on Friday and ending at 8:00 a.m. on the following Friday;

- D. Each Duty Officer shall be provided with a Duty Officer Manual which contains all emergency contact numbers, addresses and identification information for all hospitals, mental health services, ANSWERS PLEASE officials, providers/vendors, OIC Compliance Unit, individuals and program DDS Deputy Administrators
- E. Each Duty Officer shall be provided with a cellular phone throughout the entire tour of duty.
- F. The Duty Officer shall remain in the Metropolitan Washington Area (within a 50 mile radius of Washington, D.C) during the entire tour of duty.
- G. The Duty Officer shall refrain from consumption of any substance that interferes with their decision-making capability during their tour of duty.
- H. The Duty Officers shall be responsible for documenting all incidents by completing a Duty Officer Report Form for each incident.
- I. Provider/Vendor shall enter all incidents in the MCIS System.
- J. Each Duty Officer will follow up on all Serious Reportable Incidents with 24 hours of the incident.

ORAL

Upon receipt of a call from ANSWERS PLEASE, the Duty Officer will:

- 1. Provide guidance and/or advice to the provider regarding the individual's behavioral and/or medical issues. (Guidance and advice should be geared toward resolving the immediate emergency and should not take the place of behavioral support planning or long-term medical interventions).
- 2. In the event of a psychiatric emergency, the Department of Mental Health will be notified for crisis intervention. (i.e., Protocol of Crisis Services between the Department of Mental Health and Mental Retardation; and
- 3. Make notification to the DDS Administrator or his or her designee for any emergency that may result in imminent jeopardy to individuals served through the DDS service delivery system, and/or media attention, court or law enforcement intervention.

WRITTEN

Upon receipt of a call from ANSWERS PLEASE, the Duty Officer shall record on the Duty Officer Report Form the following information:

- a. Time and Date of each call
- b. Contact Telephone Number
- c. Name of Provider reporting incident
- d. Contact Name (provider)
- e. Details regarding the incident

- Name and date of birth of individual
- Type of Incident
- Time (s) of Incident
- Circumstances of Incident

- f. Initial guidance provided/actions taken by the Duty Officer
- g. Duration of contact with reporting entity and any follow up
- h. The next business day, the Duty Officer shall inform the OIC Chief, Investigator Supervisor and Compliance Supervisor of any serious reportable incident that occurred during the previous twenty-four (24) hours.